

Welcome and Thank You Text

Welcome Text

Thank you for visiting the USCIS.gov website. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking the USCIS.gov survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.~~

Thank You Text - Alternate

~~Thank you for taking our survey - and for helping us serve you better.~~

~~Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.~~



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name: USCIS v2
 Model ID RZYMl0pQpJQsEFZFBB4hJA4C
 Partitioned: YES 2MQ
 Date: 11/5/2015

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend this site to someone else?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.			21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.				
Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized .				
7 Navigation - Options	Please rate the options available for navigating this site.				
8 Navigation - Layout	Please rate how well the site layout helps you find what you need .				
9	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 Information Browsing - Features	Please rate how well the features on the site help you find the information you need .				
13 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions .				

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 07/31/2018

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Create an account Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
KMJ6515Q006		A	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		C	What specific green card information were you looking for?	Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*

			Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other					
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		A	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central		Y	Checkbox, one-up vertical	

			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE_ Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Account
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement

Model Name: USCIS v2

Model ID

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Date: 07/31/2018

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TAR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure	B	Y	Drop down, select one	Skip Logic Group*
TAR0217905		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop down, select one	Skip Logic Group*
TAR0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Create an account Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
KMJ6515Q006		A	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		C	What specific green card information were you looking for?	Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find other ways to get a green card		Y	Radio button, one-up vertical	Skip Logic Group*

			Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other					
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		A	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop		Y	Drop down, select one	

			Mobile phone			
			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited ?	myUSCIS		Y	Checkbox, one-up vertical
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE_Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Notice
Redesign
Redesign opinion
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Account
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access

Sites/sections
Improvement

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 05/16/2018

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less	A A A A A A	Y	Drop down, select one	Skip Logic Group*
TAR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure	B	Y	Drop down, select one	Skip Logic Group*
TAR0217905		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop down, select one	Skip Logic Group*
TAR0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q006		A	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		C	What specific green card information were you looking for?	Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find other ways to get a green card Research green card processes and procedures		Y	Radio button, one-up vertical	Skip Logic Group*

			Help my relative become a permanent resident (by U.S. citizen) Other					
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
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Improvement

Model Name: USCIS v2

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Date: 03/13/2018

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

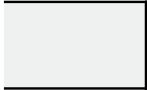
Blue: Rework



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KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		A	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	myUSCIS		Y	Checkbox, one-up vertical	

			Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central WelcometoUSA.gov U.S. Department of State None of the above			
KMJ6515Q020	OE_Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Notice
Redesign
Redesign opinion
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 11/5/2015

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q006		A	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		C	What specific green card information were you looking for?	Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms		Y	Radio button, one-up vertical	Skip Logic Group*

				I-94 Arrival/Departure Forms Other				
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		A	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Y	Checkbox, one-up vertical	Skip Logic Group*
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KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central WelcometoUSA.gov U.S. Department of State None of the above		Y	Checkbox, one-up vertical	

KMJ6515Q020

OE_Improve
Experience

What else would you like to share with us to help **improve** your
online experience with USCIS.gov?

N

Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement